

**DUTY STATEMENT**  
**Department of State Hospitals - Atascadero**

<b>JOB CLASSIFICATION: PROGRAM ASSISTANT – VARIOUS PROGRAMS (MENTAL DISABILITIES - SAFETY)</b>
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**1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES**

Under the administrative direction of the Program Director, the Program Assistant assists the Program Director in directing the activities of interdisciplinary staff in achieving treatment program goals for forensic mentally disabled patients in a state hospital.

**30 % - OPERATIONAL PERFORMANCE**

Promote and implement the principles of Performance Improvement.

**Attend and participate in the weekly Program Management Team meeting.** Knowledge of program planning, evaluation, and review. Assist in defining program goals and objectives to meeting community and forensic needs for services and patient needs for treatment which comply with statewide, hospital, and program service delivery systems.

Responsible for providing information, training, and monitoring geared to continue accreditation. Ensure that the treatment provided for patients meet CRIPA, Joint Commission and Licensure standards.

Act as Program Officer of the Day on a rotating basis. When requested by the Program Director, **act as Program Director during Program Director's absence.**

Responsible for maintaining a monitoring system to ensure that assigned staff are kept informed of new and updated hospital policies and procedures. Promote a safe work environment by ensuring that staff adhere to program and hospital safety policies and procedures.

Assist in the **selection and assignment of support and clinical staff, students, and volunteers assigned to the program.**

**Ensure that each clinician meets the Hospital's requirements for professional licensure, and that those who possess a license, maintain a current license as a condition of continued employment.**

**Act as Program Forensic Liaison. Ability to problem-solve forensic concerns and maintain the program's court calendar and the distribution of subpoenas.**

**30% - DEVELOPMENT AND DELIVERY OF TREATMENT SERVICES**

Establish program priorities and ensure the development and enhancement of a comprehensive treatment structure geared to the needs and dispositional tracks of the patients. **Ensure appropriate protocols, treatment activities, and accurate documentation processes.**

Assist in ensuring effective interdisciplinary treatment teamwork, developing effective lines of communication, and promoting positive staff morale.

**Function as leader for the program's**

Provide consultation to Treatment Teams relative to the Program/Hospital Mission. **Meet with teams regularly to address assessment, education, treatment, and training issues.**

**Act as Facilitator or Co-Facilitator with the Program Director for the programs' meetings.**

**Monitor and evaluate the effectiveness of the treatment program and its components to ensure treatment modalities are in keeping with accepted standards. Reviews the Treatment Plans for quality assurance and timeliness.** Act as the Recovery Mall program administrative liaison between the Chief of Recovery Mall services and assigned areas of responsibility, or with residential treatment program's management. Act as a consultant to ensure that areas are delivering hospital approved and accepted treatment.

30% - PERSONNEL MANAGEMENT AND SUPERVISION

**Provide direct administrative supervision of Social Workers and Rehabilitation Therapists assigned to the program, and other staff as assigned by the Program Director. Complete annual performance appraisal evaluations on all staff supervised in a timely manner.**

Assist in making sure that performance standards are met as required by hospital policy and relevant State laws. Compliance will be reflected in timely, accurate and appropriate employee evaluations that reflect essential duties as stated in the Duty Statement.

**Identify opportunities for performance improvement of assigned staff, including working with performance deficiencies and training needs.** Hold assigned staff accountable to high standards of patient treatment, team participation, and mutual respect. **Ensure treatment services are delivered and documented in a timely manner.**

Promote nondiscriminatory employment practices as well as nondiscriminatory delivery of services to patients; assure nondiscriminatory opportunity to employment and promotions.

Effectively communicate to all staff that sexual harassment and behavior that may lead to sexual harassment is unacceptable in the workplace. Monitor the performance of all employees to ensure the workplace is free from sexual harassment.

Assist staff in problem-solving; meet with assigned staff as required to promote effective patient care, to address unresolved issues, and to specify program performance objectives.

Review overtime and use of unscheduled time off, audit for patterns and trends, and provide recommendations for improvement and/or initiate corrective action.

#### 10% - RELATIONSHIPS WITH OTHER AGENCIES AND THE PUBLIC

Maintain effective customer-supplier relationships relative to Program/Department in order to meet operation needs to achieve the hospital's stated mission.

Assist with establishing good relationships with agencies involved in the transition of patients as appropriate to their dispositional track (CDCR, CONREP, BPT, Superior Court, Parole, other State Hospitals, etc.).

Under the direction of the Program Director, assist in collection of data for use with agencies involved in transition of patients for return to court, return to CDCR, Parole, CONREP, etc., as appropriate to their dispositional track.

### **2. SUPERVISION RECEIVED**

Under the direction of the Program Director.

### **3. SUPERVISION EXERCISED**

Provides direct administrative supervision to Social Workers and Rehabilitation Therapists, as assigned.

### **4. KNOWLEDGE AND ABILITIES**

**KNOWLEDGE OF:** Principles and methods of health care, rehabilitation, education and psychiatric treatment as related to the care and treatment of forensic clients, patients or inmates; principles for maximizing the physical, cognitive and social development of forensic clients, patients or inmates; specific expertise related to program content; principles, procedures and techniques of administering a multidisciplinary treatment program; principles and practices of personnel management and effective supervision; State and Federal laws and rules pertaining to developmental centers or State hospital administration; principles and practices of community organization, for developmentally or mentally disabled; research methods and techniques; principles and methods of training treatment personnel; a manager's role in equal employment opportunities.

**ABILITY TO:** Assist with the planning and coordination of a program that provides care and treatment and maximizes the development of patients; direct research projects; analyze complex problems and take appropriate action; assist with the administration of a multidisciplinary patient treatment program; integrate the program with the overall functions of the hospital; communicate effectively; work independently in identifying the need for and developing proposed changes in program practices and procedures.

## 5. REQUIRED COMPETENCIES

### INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

### SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards.

### CPR

Facility Option

### AGE SPECIFIC

Provides services commensurate with age of patients/clients being served.

Demonstrates knowledge of growth and development of the following age categories:

☐ Pediatric      ☐ Adolescent      ☒ Adult      ☒ Geriatric

### MANAGEMENT OF ASSAULTIVE BEHAVIOR

Facility Option

### RESTRAINT/SECLUSION

Demonstrates knowledge of criteria and appropriately uses, applies, and removes restraint and/or seclusion.

### CULTURAL AWARENESS

Demonstrates awareness of multicultural issues in the workplace which enable the staff to work effectively with fellow staff and patients.

### RELATIONSHIP SECURITY

Demonstrates professional interactions with patients and maintains therapeutic boundaries.

### PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IHII) whether it is in paper, electronic, or verbal form in compliance with HIPPA and all other applicable privacy laws.

### SITE SPECIFIC COMPETENCIES

Is familiar and knowledgeable with the types of patients housed on and/or served by the program.

Knowledge about staff issues specific to working with patients, including staff/patient involvement, staff burn-out, and training. Maintains relationship security in the work

area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

**TECHNICAL PROFICIENCY (SITE SPECIFIC)**

Maintains proficiency in the use of the Local Area Network (LAN), including knowledge of hospital databases and computer programs; Wellness and Recovery Model Support System (WaRMSS) Structured Treatment Planning Process.

**6. LICENSE OR CERTIFICATION**

N/A.

**7. TRAINING - Training Category = 5**

The employee is required to keep current with the completion of all required training.

**8. WORKING CONDITIONS**

The employee is required to work any shift and schedule in a variety of settings throughout the hospital as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

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Employee Signature

Date

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Program Director Signature

Date

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Clinical Administrator Signature

Date